GOT THE HOLIDAY BLUES?
5 ways to bring cheer this season

Feeling sad during the holidays can be hard. Songs on the radio and ads on TV tell us it’s the most wonderful time of the year. For many, though, the season is a time of loneliness, past memories and anxiety about the year to come.

Try these tips to feel better:

1. **Set realistic goals.** Be sensible about what you can and cannot do. Don’t spend too much time preparing for just 1 day. Trying to make things perfect is stressful and simply not possible. Learn that most things can be good enough.

2. **Let go of the past.** You set yourself up for sadness if you expect everything to be like “the good old days.” Life brings change. Make new traditions that have meaning to you and your family instead of holding on to old ones that may not be as important anymore.

3. **Stay on schedule.** Try to stick to your normal routine. Staying up too late or skipping meals won’t help — interrupting your routine can make you feel worse. Take your meds and go to your doctor visits like you always do.

4. **Don’t worry about things you can’t control.** Everyone has limits. Focus on how you react to problems, rather than the problems themselves.

5. **Give yourself a break.** Plan some “me time” and do what you want to do. If the thought of going to a big family event upsets you, it’s OK to say no. Or drop in for just a few minutes, then leave.

**Remember** — It’s not too late to get your flu shot. Call your doctor or ask your pharmacist.
Have you ever gotten a note from your child’s school saying that he or she is easily distracted and cannot focus? Do you feel like you are riding a roller coaster because your child’s grades fall from one semester to the next? Does your child regularly forget assignments? Does he or she make careless mistakes on tests and have a hard time staying on task? You may think your child will grow out of it because this behavior is normal for his or her age. As a parent, you feel helpless looking for answers from the teachers who say, “I do not know what else I can do for your child.” If you have ever felt this way, this article is for you.

Answer the following questions:
1. Does your child enjoy school?
2. Does your child enjoy home?
3. Does he or she listen and follow directions?
4. Does he or she get along with other children?
5. Does he or she learn without a problem at his or her grade level?

If you answered “no” to any of these questions, you may need to have your child checked for attention deficit hyperactivity disorder (ADHD).

What is ADHD?
ADHD is a medical disorder. It is a problem in the brain that causes certain patterns of behavior. There are 3 types of ADHD: (1) inattentive type, (2) hyperactive-impulsive type, and (3) combined type. Children who have ADHD are put into 1 of 3 categories. If they are forgetful, cannot stay on task or appear spacey, they are called inattentive. They are called hyperactive if they have lots of energy or fidget or squirm a lot. If they are impatient, act before thinking and often interrupt others, they are called impulsive.

How is it treated?
The good news is that most children diagnosed with ADHD can be helped with the right treatment. There are approved medications and behavioral treatments available. If your son or daughter is diagnosed with ADHD, talk with their doctor. The doctor will explain next steps and possible treatments for your child.

Although ADHD is common, supportive teachers, doctors and family will help your child be successful. For help and to learn more about ADHD, call the Rapid Response and Outreach Team at 1-888-643-0005 (Monday through Friday, 8 a.m. – 5 p.m.)
Since December 1, 2015, AmeriHealth Caritas Louisiana — your Medicaid health plan under Bayou Health — is covering mental health and substance use treatment for members.

These mental health and substance use services help members with difficulties with mental illness, drug use and alcohol use (substance use/addictive disorders/drug and alcohol use disorders). Adults, children and families can find solutions for things like:

• Depression, stress, anxiety or grief.
• Challenges with alcohol or drug use.
• Mood disorders.

Members can also get help with changing behaviors to improve their health — for example, to manage a chronic disease like diabetes, manage weight or quit smoking. All care and information is kept confidential in accordance with applicable laws.

AmeriHealth Caritas Louisiana believes good health means taking care of the whole person. Covering services provided by licensed psychiatrists, psychologists, therapists, counselors and care managers is part of our “whole-person” approach to wellness.

Members who think they need mental health or substance use services should talk to their primary care providers (PCPs) — that’s the best place to start. Members can tell their PCPs how they are feeling and ask about health providers who can help.

We are here for our members 24 hours a day, 7 days a week. For questions or more information about mental health and substance use services, call Member Services at 1-888-756-0004 or visit our website at www.amerihealthcaritasla.com.
RECOGNIZE FRAUD, WASTE AND ABUSE

As a member, there may be times when you see fraud, waste or abuse. If you are aware of member or provider fraud, waste or abuse please report it to either AmeriHealth Caritas Louisiana or DHH. You do not have to give your name. If you do give your name, you will not be identified to the member or provider you are reporting.

Some examples of fraud, waste or abuse by health care providers are:
• Billing or charging you for services that AmeriHealth Caritas Louisiana covers (other than pharmacy copays).
• Offering you gifts or money to get treatment or services you do not need.
• Offering you free services, equipment or supplies in exchange for using your AmeriHealth Caritas Louisiana member ID card.
• Giving you treatment or services you do not need.

Some examples of fraud, waste or abuse by members are:
• Selling or lending the member ID card to other people.
• Seeking drugs or services that are not medically necessary.
• Continually going to the ER for a non-emergency (such as a cold).
A Focus on Quality

Did you know that AmeriHealth Caritas Louisiana has a Quality Improvement program? This program helps us find new ways to improve your care and serve you better. We have annual plans and goals to help us keep getting better. Please visit our website at www.amerihealthcaritasla.com or call Member Services at 1-888-756-0004 if you would like more information about this program and what we are doing.

Reporting Suspected Medicaid Fraud or Abuse

You can report fraud and abuse by calling the AmeriHealth Caritas Louisiana hotline number at 1-866-833-9718 or fraudtip@amerihealthcaritas.com.

You can also report fraud and abuse to the Department of Health and Hospitals through its website at http://new.dhh.louisiana.gov/index.cfm/page/219 or by calling or writing as directed below.

For member fraud, waste and abuse:
Call toll-free 1-888-342-6207
Mail to:
Customer Service Unit
Louisiana Department of Health and Hospitals
P.O. Box 91278
Baton Rouge, LA 70821-9278

For provider fraud, waste and abuse:
Call toll-free 1-800-488-2917
Mail to:
Medicaid Program Integrity
Attn: Compliance Unit
Louisiana Department of Health and Hospitals
P.O. Box 91030
Baton Rouge, LA 70821-9030
Avoid Unneeded ER Trips

If you go to an emergency room (ER), expect company. About 230 Americans check into an ER every minute. It can feel like they are all ahead of you.

ERs save lives, but they are costly. Your wait can seem endless if your problem is not an emergency. If you think you need to go to the ER but you are not sure, call the Nurse Call Line at 1-888-632-0009. There is a nurse available 24 hours a day. They can talk with you about your symptoms and help you decide if you need to go to the ER or if you can wait to see your doctor. The nurse can also help you schedule appointments with your doctor or refer you to an urgent care center.

Here are tips to help you avoid going to the ER:

Find a Regular Doctor
Even if you are healthy, a family doctor can determine your health needs. They will also focus on things that can help keep you healthy, like shots and screenings. If you get sick, your doctor can treat most problems. Studies show having a regular doctor can reduce ER visits for non-emergent problems.

Manage Chronic Conditions
Conditions like asthma, diabetes and heart disease cause millions of ER visits. Working out a treatment plan with your doctor, and following it, reduces such trips. In one Alabama program, ER visits fell 50 percent among diabetes patients who learned more about the disease and received more regular care.¹

Know What’s an Emergency
Only use the ER for true emergencies. Examples include: chest pain, weakness in an arm or leg, serious trouble breathing, major broken bones, allergic reactions, loss of consciousness, uncontrolled bleeding, poisoning and head injuries.

Explore Other Options
If your doctor’s office is closed, consider going to an urgent care center for minor illness and urgent care. Urgent care centers and retail clinics can treat minor illnesses more quickly than an ER. Minor illnesses include such things as fevers, nausea, rashes or the flu. Most urgent care centers can also handle simple broken bones and cuts that need stitches.

Take Care of Yourself
Staying healthy can help to keep you ER-free. Lose weight, eat a healthy diet, exercise regularly and do not smoke. Injuries cause 1 in 3 ER visits, led by falls and traffic accidents.² So fall-proof your home, buckle up in the car and take other safety precautions.

¹Source: “Preventing Chronic Disease by Activating Grassroots Change: At A Glance 2009.” Centers for Disease Control and Prevention.
New Moms Need Doctor’s Visits, Too

No sleep. Frequent crying. Surging hormones. And on top of it all, a new little one to feed and care for. The time just after your new baby arrives is joyful — but intense.

With all these challenges, it’s no wonder many women put their own health on the back burner. In fact, a shocking new study finds just half of new moms see their doctor within a year of giving birth.*

But doctors say proper postpartum care is key to getting your whole family off to a healthy start. Not only will your doctor check how well your body is recovering from birth, they can offer you valuable guidance on new infant care.

Your Body, Post-Baby
Your body changed a lot during pregnancy. After birth, even more shifts will occur. At your postpartum visit, ideally 3 – 8 weeks later, your doctor will examine you and address any concerns you have.

Common issues include:
• Pain.
• Constipation.
• Swollen legs and feet.
• Burning when you urinate.

Though most of these problems are minor, treatment can help so that you feel better. Your doctor can also offer you advice on breast-feeding, physical activity and weight loss.

Help with Serious Health Concerns
If you had a health issue during pregnancy, such as gestational diabetes or high blood pressure, it’s even more important to see your doctor. You may need follow-up care to prevent further complications.

Your doctor can also help with emotions you may feel. Many moms have baby blues that last a few days or weeks. But others develop a more serious condition called postpartum depression, or sadness so severe it interferes with their daily activities. If this describes you, don’t wait to book a visit — call your doctor right away.

Prepare for the Best Care
Make the most of your postpartum visit by taking a few minutes to prepare ahead of time. Write down the questions you have about your own health, and your baby’s. Take notes on your doctor’s answers. Before you leave, make sure you understand your next steps, including whether you need to make additional appointments.

For questions about doctor appointments after you deliver your baby, call the Bright Start department at 1-888-913-0327. You can also call our 24-hour Nurse Call Line at 1-888-632-0009.

Drug Formulary
(List of Medicines)

Your drug formulary is the list of medicines AmeriHealth Caritas Louisiana covers. This list helps your health care provider prescribe medicines for you. Brand-name and generic medicines are on the drug formulary. AmeriHealth Caritas requires that generic medicines be used when available. Because new medicines come out often, we change or add to the list regularly. You can see the list on the pharmacy section of AmeriHealth Caritas Louisiana’s website: www.amerihealthcaritasla.com.

If a certain medicine is not listed on the drug formulary, your doctor may ask for it through AmeriHealth Caritas’ prior authorization (pre-approval) process. You can also ask your health care provider if there is another medicine that can be used that does not require prior authorization.

Pharmacy Updates
On our website, AmeriHealth Caritas Louisiana has a list of medicines the plan covers. Visit www.amerihealthcaritasla.com/pharmacy and click on “Searchable Formulary” for the most up-to-date information. You can search for a medicine by name, type or by the first letter of the name. This online list is updated throughout the year. In fact, some medicines have recently been added or removed. Please visit our website for a complete list of changes, but some medicines added to the list include:

- Fenofibrate tablets.
- Amerge tablets.
- Aspirin EC 81 mg tablets.
- Ibuprofen 100 mg/5 ml suspension.
- Prezista tablets.

Some medicines removed from the list include:

- Prilosec OTC 20 mg DR tablets.
- BenzaClin gel.
- Claritin ODT 5 mg tablets.
- Nasacort AQ.

If you do not have access to the Internet and would like a full copy of the drug formulary or complete list of changes, call Pharmacy Member Services at 1-866-452-1040. Pharmacy Member Services can also help you if you have any questions or if you would like to request that a medicine be added.
Changing Your Primary Care Provider (PCP)

You may choose a health plan during the Medicaid application process. Your selection will be confirmed in your AmeriHealth Caritas Louisiana welcome package. If you do not choose a PCP within 10 business days of becoming an AmeriHealth Caritas Louisiana member, you will be assigned a PCP you or your family has previously seen. If there is no PCP history, you will be assigned to a PCP based on your home address, age, gender and language preferences.

If you move or want to change your PCP for any reason, we can help you choose another PCP in your area.

How to change your PCP:

If you have access to the Internet:
• Go to www.amerihealthcaritasla.com and click on “Find a Provider” to choose a provider in your area.
• Call Member Services at 1-888-756-0004 to make the change.

If you do not have access to the Internet:
• Call Member Services at 1-888-756-0004. We will help you find a PCP in your area.
• We can also send you our Provider Directory.

Once you change your PCP:
We will ask why you want to change your PCP. This will help us learn about any possible problems with the services given by PCPs in our network.

Your PCP choice will be effective immediately. You will get a new AmeriHealth Caritas Louisiana member ID card, which will include your PCP’s name, within 2 weeks. Destroy your old member ID card once you have the new card.
You’re bound to hear it a few times this winter: “Mommy, I don’t feel good.” By age 2, most children catch 8 to 10 cases of the common cold alone. And once they walk into a classroom full of other children’s germs, they get sick even more often.

You can’t place your child in a bubble to protect against every sneeze and sniffle. But you can learn to spot the most common childhood illnesses — and what to do about them. Follow this guide to start. When in doubt, call the pediatrician, and always call the doctor for advice about symptoms in infants younger than 3 months old.
Common cold

**Signs:** Runny nose, sneezing, mild fever, poor appetite, cough, sore throat, swollen glands.

**Home treatment:** Clear nostrils with a suction bulb or saline drops. Place a cool-mist humidifier in the room at night to ease sleep.

**Call the doctor for:** Colds in children age 3 months or younger, or for trouble breathing, blue lips or nails, a temperature of 102 degrees Fahrenheit or higher, ear pain or symptoms that last more than 1 week.

Respiratory syncytial virus (RSV)

**Signs:** Same as colds, sometimes wheezing or grunting with each breath.

**Home treatment:** Give fluids, use a cool-mist vaporizer and clear the nose. Acetaminophen can relieve pain (always check labels for correct dosage, and never give a child aspirin).

**Call the doctor for:** The same reasons as for a cold, or extreme fatigue, thick and colored nasal discharge or a worsening cough.

Flu

**Signs:** Fever, fatigue, sore throat, stuffy nose, sometimes vomiting and diarrhea (this is more common in children than adults) and head, muscle or body aches.

**Home treatment:** Practice prevention by having your child receive a yearly flu shot beginning at age 6 months. Once he or she is ill, rest and water work best.

**Call the doctor for:** Flu in children age 5 or younger or with a chronic illness, or for trouble breathing, severe vomiting, lack of interaction, extreme irritability or symptoms that improve and then return.

Ear infections

**Signs:** Fever, earache, fluid draining from the ear, trouble sleeping or balancing, hearing loss.

**Home treatment:** Put a warm, moist cloth over the painful ear. Acetaminophen can also ease the ache.

**Call the doctor for:** Fever higher than 100.4 degrees Fahrenheit or blood or pus oozing from the ears.

Gastroenteritis (stomach flu)

**Signs:** Fever, stomach or abdominal pain, vomiting or watery diarrhea.

**Home treatment:** Encourage rest, provide plenty of fluids and try to get your child to eat his or her regular diet.

**Call the doctor for:** Blood or bright-colored bile in the vomit or signs of dehydration, such as feeling very thirsty, producing less urine and fewer tears, sunken eyes or weight loss.

Croup

**Signs:** Barking, hacking cough that usually worsens at night.

**Home treatment:** Moist air helps. Use a humidifier or sit in a steamy bathroom with your child for 10 minutes.

**Call the doctor for:** Trouble breathing or a high-pitched noise when inhaling, or dark or bluish skin around the face or fingernails.

Strep throat

**Signs:** Severe pain when swallowing, tiny red spots on the roof of the mouth, high fever, white patches on the tonsils, swollen lymph nodes in the neck, decreased appetite.

**Home treatment:** Gargling with warm salt water, acetaminophen.

**Call the doctor for:** Any severe sore throat that may be strep.
Sweet Potato Pancakes

**Ingredients**
- 6 cups peeled and finely shredded sweet potatoes
- 1 cup finely shredded onions
- 1 tsp. salt-free herb seasoning
- 1⅔ cups unbleached flour
- ⅓ cup chopped fresh flat-leaf parsley
- 2 cups finely shredded zucchini
- ¼ cup lemon juice
- 1½ cups egg substitute
- 6 tsp. canola oil, divided

**Directions**
In a large bowl, mix the sweet potatoes, onions, herb seasoning, flour, parsley, zucchini, lemon juice and egg substitute. In a large nonstick frying pan or griddle over medium-high heat, warm 2 teaspoons of the oil. Drop a large tablespoon of the batter into the pan and spread it with a spatula to form a thin pancake. Add more batter to fill the pan without crowding the pancakes. Cook for about 2 minutes per side, or until golden and crispy. Remove from the pan and keep warm. Repeat, adding the remaining 4 teaspoons of oil as needed, until all the batter has been used.

Serves 8. Each serving provides: calories 250, total fat 5 g (saturated fat 1 g), cholesterol 0 mg, sodium 100 mg, total carbohydrate 39 g, dietary fiber 4 g, sugars 6 g, protein 10 g.

Source: Centers for Disease Control and Prevention, “Fruits and Veggies: More Matters.”
There are few things in life more precious than a newborn baby. Babies grow up fast and use a lot of energy. Babies need to eat and sleep after using so much energy. According to the National Sleep Foundation, infants can sleep from 10 to 18 hours a day. While it is good for your baby to get their rest, it is important that your baby sleeps safely.

What is sudden infant death syndrome (SIDS)?
SIDS is the sudden death of an infant that cannot be explained. According to the Centers for Disease Control and Prevention, about 4,000 babies die every year in the U.S. from SIDS. It is the leading cause of all deaths in babies ages 1 to 12 months. With awareness, we can reduce the number of babies who are dying from this syndrome.

How you can reduce your baby’s risk of SIDS
Creating a safe sleeping space for your baby is important. This space should be a separate area of a room just for your baby:
- Do not share the bed with your baby.
- Do not put toys or stuffed animals in the crib.
- Remember: Pillows, cushions, sofas and adult beds are not safe sleep surfaces for an infant.
- Use a crib with a firm mattress that meets Consumer Product Safety Commission guidelines.
- Place your baby on his or her back. Try to remember the phrase “back to sleep” to help you.

Don’t Text and Drive
Texting while driving is quickly becoming 1 of our biggest road safety hazards. Make your safety plan before you get in the car. Place your phone far out of your reach to make it easier to resist the urge to check incoming messages as you drive. Let others know that if you are driving, you will not respond to calls or texts. If needed, find a safe place to pull over to check and return messages. After a successful text-free drive, reward yourself!
AmeriHealth Caritas Louisiana believes that member satisfaction is very important. Each year we use an outside company to send out surveys. The surveys are sent randomly to our members. The survey used by Medicaid plans across the country is called Consumer Assessment of Healthcare Providers and Systems (CAHPS®). There are 2 types of surveys. One survey is for parents of the children on our plan and the other is for our adult members. The results from the survey help us better understand how our members feel about the care and services they receive from us and their doctors. All surveys are anonymous (we do not know who responded). The results are shared with the doctors in the community. We hold a workgroup that reviews the results. The workgroup identifies what areas we are doing well and what areas we can improve.

In 2014, adult members and parents of children who are members were randomly surveyed about the health plan.

BELOW ARE THE HIGHLIGHTS OF OUR ADULT SURVEY RESULTS:

8 out of 10 members were satisfied in the areas of:
- Getting needed care.
- Getting care quickly.
- Receiving great customer service.
- Getting good communication from their doctor.

8 out of 10 members were pleased with their specialist.

THERE WERE ALSO AREAS IDENTIFIED AS OPPORTUNITIES TO IMPROVE MEMBER EXPERIENCE:

5 out of 10 members were satisfied with the shared decision making (part of communication with your doctor).

6 out of 10 members were satisfied with the health care and health plan ratings.

7 out of 10 members were satisfied with their personal doctor.
Member Satisfaction is Important to AmeriHealth Caritas Louisiana

As a result of this survey, we will be working more with our doctors to improve shared decision making. We want to make sure you have the best communication possible with your doctor. We will also be sharing these results with our Member Services department (1-888-756-0004) to provide you with improved customer service. Please call us to tell us what we can do to improve your care; we are here to listen. AmeriHealth Caritas Louisiana wants to help you get the best care possible.

THE FOLLOWING IS AN OVERVIEW OF RESULTS FROM THE PARENTS OF CHILDREN WHO ARE MEMBERS:

Parents of children gave a 9 out of 10 satisfaction rating in the areas of:
- Getting needed care.
- Getting care quickly.
- How well doctors communicate.
- Customer service.

PARENTS OF CHILDREN ALSO RATED MEMBER EXPERIENCE:

8 out of 10 were satisfied with health care and their personal doctor.

7 out of 10 were satisfied with the health plan.
We provide Language Assistance Services at no cost to you!

- It is your right to receive telephonic interpretation, for free, when you go to your doctor’s appointments. If your doctor will not use an interpretation line, or is asking you to bring your own interpreter, you can:
  - Tell them your health insurance has free telephonic interpretation if they call Member Services.
  - Call Member Services to ask for assistance.
  - Call Member Services to see if there is a doctor in your area that speaks your language.

- Do you read better in another language? We can send you any of our materials in a different language. Just ask us.
- Let us know if you need an American Sign Language interpreter for your next doctor’s appointment.

Call Member Services if you need help, or have any questions about these services: **1-888-756-0004**.

¡Proporcionamos servicios de asistencia de idioma sin cargo para usted!

- Usted tiene derecho a recibir interpretación telefónica, de forma gratuita, cuando va a las citas con su médico. Si su médico no utiliza la línea de interpretación o le pide que traiga su propio intérprete, usted puede:
  - Decirle que su seguro médico tiene interpretación telefónica gratuita si llama a Servicios al Miembro.
  - Llamar a Servicios al Miembro para pedir ayuda.
  - Llamar a Servicios al Miembro para ver si hay un médico en su área que hable su idioma.

- ¿Usted lee mejor en otro idioma? Podemos enviarle cualquiera de nuestros materiales en un idioma diferente. No dude en preguntarnos.

Llame a Servicios al Miembro si necesita ayuda o tiene alguna pregunta acerca de estos servicios: **1-888-756-0004**.

Chúng tôi cung cấp Dịch vụ Hỗ trợ Ngôn ngữ miễn phí cho quý vị!

- Quý vị có quyền nhận được dịch vụ phiên dịch qua điện thoại miễn phí khi thực hiện các cuộc hẹn gặp với bác sĩ. Nếu bác sĩ không sử dụng cùng ngôn ngữ với quý vị, hoặc yêu cầu quý vị đưa theo phiên dịch viên của riêng quý vị, thì quý vị có thể:
  - Nói với họ rằng bảo hiểm y tế của quý vị bao gồm dịch vụ phiên dịch qua điện thoại miễn phí nếu họ gọi đến bộ phận Dịch vụ Thành viên.
  - Gọi đến bộ phận Dịch vụ Thành viên để yêu cầu hỗ trợ.
  - Gọi đến bộ phận Dịch vụ Thành viên để xem liệu có bác sĩ trong khu vực nói cùng ngôn ngữ với quý vị không.

- Quý vị có thể đọc ngôn ngữ khác tốt hơn không? Chúng tôi có thể gửi cho quý vị bất kỳ tài liệu nào của chúng tôi bằng ngôn ngữ khác. Hãy yêu cầu điều đó.

Hãy gọi đến bộ phận Dịch vụ Thành viên nếu quý vị cần trợ giúp, hoặc có bất kỳ thắc mắc nào liên quan đến những dịch vụ này theo số: **1-888-756-0004**.